

Proposed Changes to In Person Researcher Survey Beginning Q2, FY 24

- Three proposed changes:
 - 1. clarify question related to researcher registration. Many Q1 respondents indicated they did not understand the question.
 - 2. clarify pick list option used to identify the use of federal records during the research visit. Many Q1 respondents used the “other” field to describe federal records, such as “Korean War records” or WWII records.
 - 3. Remove option for respondents to provide contact information for additional follow up. The survey provides sufficient opportunities for respondents to provide written feedback without the need to collect personal contact information on an otherwise anonymous survey.
- Current “Live” survey available here:
<https://www.surveymonkey.com/r/RRxtqtrone>
Password: NARArsch24

Researcher Registration

For the next set of questions, we would like you to answer based on your **most recent** experience.

9. How far did you travel to visit this National Archives location?

- ☐ Less than 50 miles
- ☐ 50-200 miles
- ☐ Over 200 miles

10. How satisfied were you with the researcher registration process?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Comments:

10: How satisfied were you with the process for obtaining (or renewing) a researcher card?

National Archives and Records Administration Research Room Experience Feedback

On-Site Visit

14. Which type(s) of records did you view during your visit?

- ☐ Records of Federal Agencies
- ☐ Court Records
- ☐ Congressional/Legislative Branch Records
- ☐ Presidential Records
- ☐ Other (please specify):

(records created by the executive branch of the government (such as: military operational records, personnel files, diplomatic records, etc.))

15. Did you request records to be pulled while on-site?

- ☐ Yes
- ☐ No



National Archives and Records Administration Research Room Experience Feedback

Additional Feedback

18. **How can we improve our services?**

70%

Prev

Next

Requested change to remove option for providing contact information for additional follow-up has already been removed. Additional feedback portion of the survey (to the left) reflects the revised version for Q2.